

Job Description
Missouri State Highway Patrol

Class Title: Clerk Typist II - HRD (Receptionist)

Title Code: V00032

Effective Date: 07/23/96

Date Reviewed: 06/07/07 #34

Date Revised: 06/07/07

Immediate Supervisor:

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is a responsible position where the employee serves as receptionist. Additionally, this individual performs routine clerical work by typing reports, forms, correspondence, lists, etc. The employee is expected to exercise discretion in handling sensitive and confidential information. An employee in this position is closely supervised; however, independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Composes routine correspondence; types correspondence, reports, forms, lists, etc.; proofreads and edits work produced for accuracy and completeness; prepares and/or assembles all materials referenced as attachments and/or enclosures for correspondence, reports, etc.; submits work produced for signature of appropriate division personnel.

Acts as receptionist, greets public, determines nature of business, directs individuals to proper office, and gives routine information; answers incoming calls and makes connection to person or division requested; answers routine nontechnical questions and refers other inquiries to proper person, division, or agency; takes messages for employees and visitors on a limited basis.

Assists in the preparation and dissemination of Job Opportunity and Career Development Bulletins according to department policies and procedures; responds to inquiries reference same.

Assigns/unassigns survey codes, zone codes, and badge numbers for members and uniformed civilians as needed.

Files correspondence, (e.g. preemployment files, position postings, records and documents), numerically, alphabetically, and/or by subject.

Maintains various clerical records and files; compiles periodic reports as assigned.

Enters statistical data into the computer via the personal computer; compiles and tabulates statistical data as required.

Clerk-Typist II, HRD (Receptionist)

2

Relieves personnel assigned to the switchboard as required.

Operates standard office equipment (e.g., personal computer, telephone, fax machine, shredder, adding machine, computer printer, etc.).

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of business English, spelling, grammar, and arithmetic.

Working knowledge of modern office practices, procedures, and equipment.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle very sensitive information with professionalism, discretion, and impartiality.

Ability to operate standard office equipment as detailed in the description of duties.

Ability to maintain clerical records, files, and manual logs.

Ability to establish, alphabetize, transport, file, and purge records/documents in accordance with established procedures.

Ability to learn the applicable computer systems, and PC applications.

Ability to type, proofread, and edit correspondence, forms, reports, computer entries, etc.

Ability to enter statistical data into the computer and prepare reports from statistical and/or numerical data.

Ability to generate form letters to respond to routine employment inquiries.

Ability to establish and maintain harmonious working relations with others.

Ability to perform data entry.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to answer the telephone and provide assistance.

Ability to file alphabetically in a file system.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from an accredited high school or possess a GED and at least one year of experience as a Clerk Typist I or comparable experience.